

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	0	((agent or representative) near5 (type adj (terminal or nedia or device)) and (agent or representative) near5 (fax or phone or telephone or mail or "e-mail" or (electronic adj mail))))).clm.	US-PGPUB	OR	ON	2007/07/31 15:59
L2	12	((((logon or (log adj on) or logoff or (log adj off) or busy or idle) near5 agent) and ((track\$3 or monitor\$3) near5 agent))).clm.	US-PGPUB	OR	ON	2007/07/31 15:56
L3	2	((((logon or (log adj on) or logoff or (log adj off) or busy or idle) near5 agent) and ((track\$3 or monitor\$3) near5 agent) and (realtime or (real adj time)))).clm.	US-PGPUB	OR	ON	2007/07/31 15:57
L4	1	((((logon or (log adj on) or logoff or (log adj off) or busy or idle) near5 agent) and ((track\$3 or monitor\$3) near5 agent) and (realtime or (real adj time)) and (acd or (call adj center)))).clm.	US-PGPUB	OR	ON	2007/07/31 15:57
L5	2	((((agent near3 (fax or facsimile)) and (agent near3 (voice or phone or telephone)) and (agent near3 (email or "e-mail" or (electronic adj mail)))) not (((queue\$3 near3 (fax or facsimile)) and (queue\$3 near3 (voice or phone or telephone)) and (queue\$3 near3 (email or "e-mail" or (electronic adj mail)))) not (((type near2 call)) and (((agent near4 ((type near2 call) or fax or facsimile or voice or phone or telephone or video or email or "e-mail" or (electronic adj mail))) and (queue\$3 near4 ((type near2 call) or fax or facsimile or voice or phone or telephone or video or email or "e-mail" or (electronic adj mail)))) and (agent near4 skill)))))).clm.	US-PGPUB	OR	ON	2007/07/31 15:58
L6	792	((("a" one) with list) with (status authoriz\$5)).clm.	US-PGPUB	OR	ON	2007/07/31 16:01
L7	5	(((((("a" one) with list) with (status authoriz\$5)) and (acd (call adj2 center)))).clm.	US-PGPUB	OR	ON	2007/07/31 16:01